JOB ACCOMMODATIONS FOR
Persons with Repetitive Strain Injury (RSI)

Edition 1

July 2017
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1. Introduction

This is one of a series of guides, published by the Human Resources Development Fund, which provide practical guidance for employers on specific topics relating to the employment of persons with disabilities. It will be particularly useful for human resources managers, line managers, HRDF branches, Taqat centers, Recruitment Offices and any services promoting the employment of persons with disabilities.

What is Repetitive Strain Injury?

Repetitive strain injury (RSI), upper limb disorders (ULDs), cumulative trauma disorder (CTD) and work-related upper limb disorders (WRULDs) are all umbrella terms that cover a wide variety of musculoskeletal conditions and related disabilities. In practice, the terms relate to the same group of injuries and are often used interchangeably.

These are predominantly soft tissue injuries affecting the tendons, nerves and muscles. Symptoms include muscle fatigue, pain, cramp, swelling, numbness, difficulty in movement and general discomfort. These can persist or become worse after work, not just when performing specific tasks. They can affect the neck, shoulders, arms, elbows, wrists, hands and fingers, and in some cases the lower limbs.

It is important for people to seek expert diagnosis. There are a variety of conditions involving injury to different parts of the musculoskeletal system and in some cases pain is deferred from the initial injury to another part of the body. Conditions may require different types of treatment, accommodations and management approaches.

What causes RSI?

The primary causes of these injuries are:

- Repetitive actions
- Forceful exertion
- Poor posture (including awkward movements)
- Vibration
- Long periods of doing the same task
- Cold working conditions

Many other factors combine to cause RSI, including job design, equipment, the work environment, the intensity of work activities and stress.
What are the effects of RSI?

People will be affected in different ways. The onset of an injury can be gradual, often with minor symptoms in the early stages, but these conditions are generally progressive and cumulative.

They can also develop rapidly, especially where workload, pacing of work or other demands are suddenly increased or intensified. Any symptom should be regarded as significant as long-term disabilities can result if it is ignored.

RSI is not always recognized or correctly diagnosed. There is disagreement and confusion around terminology, often due to the confusion between an umbrella term (RSI, ULD) and a specific medical condition. Generally, specific, localized conditions (e.g. ‘tennis elbow’) are easier to diagnose – and better understood medically – than the less localized or ‘diffuse’ conditions.

Specific medical conditions include:

- Tenosynovitis
- Tendinitis
- Lateral epicondylitis (‘tennis elbow’)
- Medical epicondylitis (‘golfer’s elbow’)
- De Quervain’s disease
- Trigger finger
- Bursitis
- Beat conditions
- Rotator cuff syndrome
- Carpal tunnel syndrome
- Cubital tunnel syndrome
- Reflex sympathetic dystrophy
- Writer’s cramp
- Myalgia
- Frozen shoulder
- Vibration-induced white finger

Although there is no clear diagnosis for ‘diffuse RSI’, there is an association between the tasks a person does and the symptoms they experience.
RSI can affect people’s personal lives and their ability to travel to and from work, even by public transport. Normal everyday tasks at home as well as at work, and sleep patterns, can also be affected.

**Employment and people with RSI**

RSI can affect people in many different sectors and jobs both office-based and manual. They are not, as is so often assumed, confined to computer operators.

Changes in work, working conditions and technology mean that the incidence of RSI is increasing in certain areas, particularly information technology and processing. Examples of at risk occupations include:

- Assembly work
- Inspection and packing
- Poultry and food processing
- Laboratory technicians
- Cleaning and catering
- Armed forces
- Textile and garments workers
- Electronics and workers in the telecommunications industry
- Sign language interpreters
- Carpentry and construction work
- Cashiers/check-out operators (research shows that over half of supermarket cashiers will report either back pain or neck/arm pain or both)

RSI can be a huge drain on your company’s productivity. Symptoms of RSI can be associated with specific requirements including those with repetitive finger, hand or arm movements, or movement involving twisting, squeezing, hammering, pounding, pushing, pulling, lifting or reaching.

Static, fixed postures can also be a problem as muscles, nerves and ligaments that are not moved or stretched during the working day can also tighten through lack of use. This in turn affects circulation, which can lead to inflammation and pain, caused by sensory damage to the nerves.
It is vital to take a positive and proactive approach to managing RSI in the workplace, to minimize RSI-related absences and retain good members of staff. Address issues systematically and introduce changes and accommodations as part of a systematic review of work methods across the organization.

Ask your staff what they find difficult, what problems they have, and review the days that have been lost due to RSI in your organization. This will identify the extent of the problem and provide a starting point. This can be carried out through human resources or occupational health.

Job tasks, equipment, work environment and the duration and intensity of work activities will then need to be reassessed to minimize the incidence of RSI being caused by work. This should be done in consultation with specialist assessors, such as ergonomists and occupational health practitioners.

Employers should explain to employees that they want to help people recover and encourage early reporting of RSI symptoms. You may have employees experiencing some discomfort, which if not addressed could lead to future problems and disability. Indeed, poor work practices and stress can lead to employees who have never had RSI developing difficulties.

Knowledge and confidentiality

As a person’s RSI may not be immediately obvious, the employer must rely on the employee to tell them about it. Employees are often reluctant to do this, because they fear discrimination, and feel it is not relevant to their ability to do the job.

If applicants know that you have a positive equal opportunity policy, and in particular that there is a willingness to make reasonable accommodations for all employees, they will be much more inclined to tell you about any disability, including RSI. Being open can be beneficial because:

- The stress of not divulging a disability can exacerbate the person’s difficulties at work.
- The employee and their manager can then determine together what accommodations, if any, are required to maintain or improve performance.
- The support of fellow workers can be enlisted.
• As an employer, you should safeguard the confidentiality of an applicant or employee’s personal and medical information. You should only reveal details about an individual’s disability to someone else:

   If absolutely necessary, and then:
   o With the explicit consent of the individual, and
   o If it is necessary to facilitate the person’s ability to do the job.

You should record medical and personal information in a way that does not render it vulnerable to accidental disclosure.

Remember that, for anyone with any disability or health condition, including someone who has RSI, if an accommodation is necessary, (e.g. time off work, or non-standard hours) the employee’s line manager will need to know the accommodation is required but neither they nor colleagues need to be told the precise medical reasons.
2. What is an accommodation?

Accommodations are a way of removing barriers that get in the way of a person with a disability doing their job. For example, changing where they work, the way in which they do their job or providing equipment to help them.

An accommodation is not special treatment, but a way of treating people differently to give everyone the same opportunity to succeed. Accommodations may well be simple, inexpensive and make good business sense.

Accommodations and best practice

Employers should make accommodations for any employee who might be facing barriers at work because of a disability or long term injury or health condition – even if it has not been diagnosed as a disability or accepted as such by the individual.

By regularly talking to employees about their work, you may be able to identify difficulties that could be attributable to an employee having RSI. This will then give you an opportunity to talk about accommodations that may enable the employee to work more effectively.

Accommodations may well be simple and inexpensive and make good business sense. Without accommodations, good candidates may not apply for jobs and good employees could be lost. Precise requirements vary from one individual to another. Always ask the person what they need.

The best practice approach is to make ‘reasonable’ accommodations for anyone who needs them in order to work effectively and contribute fully to your organization.
Most employers will want to know what is ‘reasonable’. Doing what seems fair for the individual and others who work for you given the size and resources of your organization is a good place to start.

This guidance will help you deliver best practice.

In order to demonstrate best practice:

- Involve the individual in generating solutions and respect their right to confidentiality.
- You might need to treat people differently in order to treat them fairly.
- Don’t make assumptions about what people can and can’t do.
- Ensure that everyone knows who is responsible for doing what and when it must be done.
3. How common is RSI?

According to the World Health Organization, musculoskeletal conditions are the most common cause of severe long-term pain and physical disability, and they affect hundreds of millions of people around the world. At any one time, 30% of American adults are affected by joint pain, swelling, or limitation of movement.¹

4. Etiquette and Inclusive Communication

A word on language when speaking about disability

When speaking about disability, it is important to use the terms “person (or persons) with a disability”.

The word “person” or “persons” and “disability” are deliberately separated by the word “with”, to stress that the disability does not define or describe the whole person.

A person with RSI should always be referred to as a person first. When referring to someone with RSI therefore, you should refer to a “person with RSI”. It is also important not to say that people are suffering from or afflicted with RSI.

For more information on etiquette and communication see the Human Resources Development Fund’s “Guide for etiquette and rules of communication with person with disabilities”.

https://www.hrdf.org.sa/Page/Tawafuq_EN
5. Making Accommodations

Recruitment and selection

Candidates who have RSI may be prevented from demonstrating their abilities and potential by conventional recruitment processes.

You need to make sure that you do not discriminate against an applicant with a disability during the recruitment process. You may also have to make reasonable accommodations. It is important not to make assumptions about what the applicant can or cannot do. If you use external recruitment agencies, ask for evidence that they make reasonable accommodations for applicants with disabilities and work to the standards that underpin this guidance.

It is not good practice to ask candidates questions about health or disability prior to offering the job unless the question relates directly to an intrinsic aspect of the role for which the person is applying, or is for the purpose of making accommodations to the application or interview process. This is because information about a candidate’s health or disability gained during the application and assessment stage might encourage recruiting managers to make negative assumptions about a candidate’s ability before they have the opportunity to demonstrate that they can do the job.

Every candidate should be given the opportunity to request accommodations to each stage of the recruitment process. Remember that requirements will vary between individuals. Always consult with the individual to identify the right accommodation for them.
Job descriptions

When drawing up job descriptions and candidate specifications:

- Be specific about the skills that are needed and what the job involves.
- Be flexible. Very often minor changes can make a significant difference, e.g. an inessential task that is difficult for a particular candidate could be reallocated in the team.
- Do not needlessly exclude a candidate with RSI. Concentrate on what is to be achieved in a job rather than how it is achieved, e.g. stating that an applicant must touch type may exclude a capable candidate with RSI who could demonstrate their ability using voice-recognition software. Instead you might state, “You will need to produce accurate reports using a word processing package at regular intervals and at short notice”.

Advertising and attracting applicants

When advertising a job:

- Use positive wording like “we welcome applicants with disabilities.”
- Provide a point of contact for people who require accommodations for the recruitment process, using a range of contact methods (e.g. email, phone, MMS).
- State that applications will be accepted in alternative formats, e.g. on paper, audio, by phone or by email.
- Advertise in more than one medium. In addition to mainstream press, advertise on local radio and through the web.
- Post the vacancy on Taqat National Labor Gateway.

https://www.taqat.sa/web/guestemployer/home

It may be appropriate to communicate to prospective candidates that there is a particular level of pressure or responsibility attached to some roles. However such statements in job descriptions should not be regarded as an abdication of responsibility. Employers should still manage the pressure and levels of stress to which they expose their employees. Generalities such as: “must be able to work under pressure” or “must be able to work in stressful situations” should be avoided.

Application forms

Accommodations may need to be made to the short-listing process, because an applicant may:

- Apply for a job for which they are over qualified because they need to regain confidence.
- Have gaps in their CV due to their disability.
- Have gained experience outside of paid employment, e.g. work experience and voluntary work.
Interviews and Tests

As you want to recruit the best person for the job, you need to ensure that all candidates are able to demonstrate their capacity to do the job. Focus on the person’s abilities, not on the person’s RSI. Remember that an applicant may previously have had RSI and told you about this, but have no difficulties now.

If you have any doubts about a person’s ability to do an intrinsic function of the job simply ask how they would do it.

When you invite applicants for an interview, make sure you ask all candidates if they require any accommodations to be made for the interview. With accommodations, the interview allows you to assess the ability of candidates with RSI:

- Ensure that reception and security staff know how to welcome and assist visitors with disabilities.
- Build in regular breaks to avoid the applicant spending a long time in a static posture.

If selection normally involves a test, be sure that it does not discriminate against someone who has RSI:

- Make sure accommodations that are already used by the candidate or that can be used in the job, e.g. voice recognition software, are available for the test.
- Discuss the test with the test publisher and seek guidance on possible accommodations.
- Consult the candidate in advance so that necessary accommodations can be made.
- Consider allowing extra time if required.
- Be prepared to waive the test. There are often other equally satisfactory ways of getting the information.
Case Study 1 - Part 1

Sara

Sara works as an administrative assistant for a healthcare company.

Sara has RSI as a result of playing sports and has noticed that the pain in her wrist and arms has become worse over the past month.

A large part of Sara’s job involves using a desktop computer, typing and making notes in meetings.

Sara’s manager Myriam has noticed that Sara is taking longer to complete important tasks and appears to be in pain when using the computer. During their regular one-to-one meeting, Myriam asks Sara if she is OK.

She tells Myriam that lately, it has become painful when using the computer and typing for extended periods of time due to her RSI.

Myriam suggests that it might be helpful for Sara to reengage with her doctors and identify if an occupational therapist could help her.

Sara agrees that this will be helpful and organizes an assessment through her doctor’s office.
Induction and training

Disability awareness and the need to make accommodations should be embedded in all policies, for example, policies on sickness, training, and appraisals. New recruits should be made aware of these policies during the induction procedure.

It is important that your standard induction and training program is accessible, so that an employee with RSI has the same information about, for example, the company’s health and safety procedures.

Allow more time and greater flexibility for induction and training.

Build in regular breaks to avoid the applicant spending a long time in a static posture.

Provide equipment, e.g. a dictaphone or digital voice recorder if the applicant has difficulties taking notes.

Ensure that all employees are trained on working methods and posture, how to use furniture, tools and equipment correctly, and the importance of rest breaks.

Ensure that all employees are trained on workplace risks and how to report them, by a designated health and safety officer.

Inform course tutors or trainers when they have participants who have RSI on a program, and ensure that they know how to make their training accessible.

Ensure that employees who have RSI also have equal access to further in-house and external training, meetings and career development opportunities.
Retention

Once someone has been offered a job, you may need to put in accommodations to ensure they can perform to their highest capability. Start getting the accommodations in place as soon as practicable after you have made an appointment – it may take time. Consult the individual and make sure that the employee’s manager or supervisor understands the agreed accommodations.

Build in regular reviews of accommodations, for example at the end of the probationary period, in supervision sessions and appraisals to ensure that the accommodations are still effective. An accommodation agreement is a useful way of recording and reviewing accommodations. Ensure that you take the same approach to accommodations when an employee with an RSI applies for promotion, again not making assumptions about what the employee can or cannot do.

Working arrangements to retain employees

Many accommodations you will need to consider for someone with RSI will be good practice for every employee. They will help reduce the incidence of RSI, enabling you to keep employees’ skills and experiences, improve morale, and help make work safer, healthier and more productive.

These good management practices can also mean you avoid serious injury to workers, reduce sickness absence and medical retirement rates and save the cost of recruiting and training replacements. Failure to act can lead to possible costly legal proceedings and personal injury claims against employers.

A sedentary lifestyle and poor posture increases the possibility of RSI. You should encourage employees to remain active – to take their break at lunchtime and, if possible, to go for a walk and to take regular exercise. You should also encourage employees to take regular breaks from work, move around during these breaks and do regular stretching exercises.

In making reasonable accommodations for people with RSI, flexibility is the key and can often produce more options for both employee and employer.
As a first step to reducing RSI, consult employees about what problems they are experiencing and consider:

- Removing hazards in manual tasks.
- Reducing repetition and varying, alternating or rotating tasks or jobs (e.g. in a team or department).
- Helping employees to avoid reaching or working with their arms raised above elbow height, or other awkward postures such as twisting or bending.
- Helping employees avoid static work in fixed or rigid positions.

Then consider the following accommodations:

**Modifying equipment**

- Ensure conformity with minimum standards in work equipment, furniture and software.
- Ensure that all equipment is well maintained and that equipment failures are minimized.
- Make sure that in making an accommodation in one area you are not creating a problem or risk in another.

**Hand tools**

- Redesign handgrips (a wide grip can impose severe strain especially on those with small hands).
- Bend tools and controls rather than the wrist. Avoid tools requiring high hand forces, or handles that dig into the palm (spread the load over the largest area).
- Consider using power tools or automation.
- Avoid vibration in hand tools, or provide protection from it where it is unavoidable.

**Control panels**

- Avoid displays where the user has to bend or stretch to see them properly.
- Ensure that both the control panel and the emergency stop button are easy to reach for someone with RSI, and that they can work comfortably.
- Provide height-adjustable chairs, workbenches, footstools, etc.
Computer-based accommodations

You should ensure that employees are working with their computer screen at the appropriate height and angle for their height, using a document holder if required. Their chair should have appropriate back support and be at the correct height and distance from the desk.

Assuming minimum standards have been met, reasonable accommodations to display screen equipment and workstations might include:

- Voice-activated software and training.
- Alternative or ergonomically designed keyboards.
- Ergonomic hand-shaped mouse or alternative key input devices.
- Software program designed to assist customized scheduling of exercise and rest breaks; reducing equipment failure and/or error rates.
- Improvements and/or adaptations to software design, e.g. to reduce the number of keystrokes, and allowing operator-led rather than software-led pacing of data input and word processing.

Many computer accommodations that can aid accessibility are free and available through the computer’s control panel, for example slowing down the mouse to reduce muscle tension.

Other adjustments to an individual’s role, might include:

- Accommodations to working patterns.
- Flexible working patterns, e.g. time off for treatment, working from home for part or all of the time, allowing a self-paced workload or graduated return to work.
- Where people are new to the work or to equipment, allowing a gradual build up to full pace and monitoring any difficulties that are occurring.
- Flexible transport and travel arrangements, e.g. providing assistance with alternative means of transport, adjusting work times so that rush-hour travel can be avoided.
Following Sara’s assessment with an occupational therapist, a number of recommendations about accommodations are made.

The recommendations include the provision of an ergonomic mouse, keyboard, and chair. The occupational therapist also suggests that speech-to-text software (which enables the user to produce written documents without using a keyboard) and training will help Sara when she has to write extended documents.

In their one-to-one meeting, Sara and Myriam discuss these accommodations and agree that they will be helpful – both in terms of reducing the pain caused by Sara’s RSI and also helping her to complete work more easily and efficiently.

Myriam contacts the company’s IT department in order to request the accommodations and schedules regular review meetings with Sara in order to review their effectiveness.
Premises

The design of premises can contribute to the development of RSI as well as placing employees with RSI at a substantial disadvantage when accessing employer’s premises, e.g. welfare facilities, storage and meeting rooms. Ensure:

- Doors, handles and locks can be used by everyone. Reduce the weight of doors; redesign and/or reposition handles and locks; consider the use of electronic key cards instead of traditional locks, or electronically activated doors; consider all areas, including welfare facilities, meeting rooms and other common parts.
- Storage facilities are accessible. Avoid storage involving heights, especially when combined with reaching, lifting or gripping movements, or twisting and bending to reach them; reduce the weight of filing drawers and file contents, or replace with file carousels or electronic files; provide lifting or load-bearing equipment or assistance when objects need to be carried or moved from one place to another.
- Staff are not seated directly under draughts due to poorly designed workplace ventilation and air-conditioning systems, or cold or draughty premises. Accommodations include redesigning these systems, or relocating workstations, so that staff are not seated directly under draughts.
Job Accommodations for Persons with Repetitive Strain Injury (RSI)
Edition 1, July 2017

Rehabilitation and health and safety

Such accommodations will also help you to retain employees who develop RSI. By making them, you might retain an employee’s skills and experiences and save the cost of recruiting and training a replacement, and possibly the cost of early retirement.

If RSI is identified, arranging treatment and a rehabilitation program in discussion with the employee can reduce the time off work.

If an employee’s absence continues, there may be psychological factors which need to be identified, for example apprehension that the pain may recur, the fear of not being able to do the job, or anxiety or depression directly related to RSI.

Keeping in contact with the employee while they are absent is vital so that they do not feel isolated and are encouraged to return to work.

Workplace assessments should be built into a rehabilitation program. The assessments can aid recovery and/or return to work, and prevent recurrence or further disability. Individuals with RSI will naturally vary in age, size, shape and gender, as well as in the way they carry out their jobs, in the nature and extent of their disability and how it affects them and their work. Assessments must take individual differences and preferences into account, as well as work duties.

Your company may already have an appointed person who carries out risk assessments. The assessment should:

- Refer to industry standards (e.g. for furniture, equipment or software) where these are relevant to the job or individual concerned.
- Review job-related risk assessments and their implementation to ensure they are valid and effective.
- Be prepared to review if any changes have taken place subsequently affecting the individual job or post-holder.
- Never make assumptions about what constitutes ‘light work’ or ‘heavy work’, or about the nature and degree of ‘force’ or ‘exertion’ involved in particular jobs.
Always consult the individual when carrying out assessments. They may be able to identify certain tasks or ways of working that lead to discomfort. If an employee has an impairment, they will know how the disability affects them and their ability to do the job and may know the necessary accommodations.

Avoid making blanket assumptions about the job or an individual’s impairment. Objectivity, facts and individual assessments in relation to the actual requirements of particular jobs are essential.

If the solutions are not straightforward or obvious, consider getting advice and assistance from experts such as ergonomists, medical specialists or other occupational health professionals such as physiotherapists, chiropractors, or osteopaths.

**Ergonomics**

Ergonomic consultants assess the individual in their working environment. They ensure a good ‘fit’ between employees, the tools they use and the work they do. A full assessment should include consideration of:

- **Job design** – the actual requirements of the particular job and tasks involved.
- **Working methods, posture, effort and forces involved.**
- **Equipment and tools (especially hand tools involving gripping action).**
- **Work organization and systems of work, including the variety and allocation of tasks, scheduling of rest breaks, and job rotation.**
- **Pacing, intensity and duration of work activities.**
- **Workstations and the work environment (including lighting, noise levels, temperature and ventilation, and the physical features of the premises).**
- **Employment arrangements and organizational issues, e.g. disability and equality policies; health and safety arrangements and procedures (including risk management and reporting procedures); employment policies and procedures; communications, organizational culture and attitudes, and related management and staff training.**
Emergency evacuation

Employers should also provide a means of escape and have related safety precautions in place to ensure the preservation of life of all employees in the event of a fire.

Employers should work with employees with a disability, including those with RSI to develop a personal plan regarding what will happen in the event of an emergency. Considerations for persons with RSI might include the provision of handrails to aid escape or the use of a fire evacuation lift if one is available.
6. **Regulatory Framework in the Kingdom of Saudi Arabia**

The rights of Persons with Disabilities have been clearly stated, globally, in the UN Convention on the Rights of Persons with Disabilities and, locally, in the definition of disability by the Saudi Ministry of Labor and Social Development.

**A. Global**

In 2008 the Kingdom of Saudi Arabia signed and ratified the United Nations Convention on the Rights of Persons with Disability which states the following:

**Article 27**

**Work and employment**

1. States Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that is open, inclusive and accessible to persons with disabilities. States Parties shall safeguard and promote the realization of the right to work, including for those who acquire a disability during the course of employment, by taking appropriate steps, including through legislation, to, inter alia:

   a. Prohibit discrimination on the basis of disability with regard to all matters concerning all forms of employment, including conditions of recruitment, hiring and employment, continuance of employment, career advancement and safe and healthy working conditions;
b. Protect the rights of persons with disabilities, on an equal basis with others, to just and favourable conditions of work, including equal opportunities and equal remuneration for work of equal value, safe and healthy working conditions, including protection from harassment, and the redress of grievances;

c. Ensure that persons with disabilities are able to exercise their labor and trade union rights on an equal basis with others;

d. Enable persons with disabilities to have effective access to general technical and vocational guidance programs, placement services and vocational and continuing training;

e. Promote employment opportunities and career advancement for persons with disabilities in the labor market, as well as assistance in finding, obtaining, maintaining and returning to employment;

f. Promote opportunities for self-employment, entrepreneurship, the development of cooperatives and starting one’s own business;

g. Employ persons with disabilities in the public sector;

h. Promote the employment of persons with disabilities in the private sector through appropriate policies and measures, which may include affirmative action programs, incentives and other measures;

i. Ensure that reasonable accommodation is provided to persons with disabilities in the workplace;

j. Promote the acquisition by persons with disabilities of work experience in the open labor market;

k. Promote vocational and professional rehabilitation, job retention and return-to-work programs for persons with disabilities.

2. States Parties shall ensure that persons with disabilities are not held in slavery or in servitude, and are protected, on an equal basis with others, from forced or compulsory labor.
B. National

Definition of disability by the Ministry of Labor and Social Development

Who is a person with a disability in the workplace?

The Executive Regulations to the Labor Law via Royal Decree No. 1982 specifies the definition of disability and employment and recommendations for minimal accommodations and services. The regulation defines a person with a disability as a person who has one or more of the following permanent disabilities: a visual impairment, hearing impairment, cognitive impairment, physical impairment, mobility impairment, learning disability, communication disorder, behavioral disorder, affective disorders, autism or any other disability that is substantiated by a medical diagnosis and report by entity that is authorized by the Ministry of Labor and Social Development. The report should state that the person with disability requires minimal accommodations and/or services to enable him/her to perform his/her tasks and maintain the job.

For the official legal document kindly refer to the Executive Regulations of the Labor Law and its appendices (the official copy is only available in Arabic).
7. Useful Organizations

If you are an employer that is interested in recruiting talented and skilled employees including persons with disabilities the following services, organizations and companies can facilitate your business need.

▲ TAQAT - National Labor Gateway
TAQAT the national labor gateway is a major national initiative to build the largest virtual labor market platform in KSA across both private and public sectors.

TAQAT’s mission is to offer and facilitate employment and training services, efficiently and effectively, to further sustain and develop the labor force.


▲ HRDF Branches and Taqat Centers


Non-HRDF services or organizations listed are not necessarily endorsed by HRDF.

▲ King Salman Center for Disability Research
Research, lectures, programs and conferences relating to disability issues.

Tel. +966 11 488 4401
Fax. +966 11 482 6164
Web. www.kscdr.org.sa
Service Region Region 1-13
▲ Qaderoon - Business Disability Network
Provides guidance, advice, training and best practice to employers to recruit, retain and include employees with disabilities through inclusive work environments.

Tel. +966 12 698 6116
Web. www.qaderooon.sa
Email. info@qaderooon.sa
Service Region Region 1-13
World Wide Web Consortium (W3C)
W3C is an organization created to develop and maintain standards on the internet that allows users to access pages on the web without display issues.

Web. www.w3.org
Service Region International

World Health Organization
WHO staff work with governments and other partners in more than 150 countries to ensure the highest attainable level of health for all people.

Service Region International

International Labor Organization’s Global Business and Disability Network
The ILO Global Business and Disability Network is a network of multinational enterprises, employers organizations, business networks and organizations representing persons with disabilities.

Service Region International
8. Collaborative Partners

HRDF welcome feedback on this job accommodations guide from interested individuals, organizations and employers.

Please contact HRDF Tawafuq at Tawafuq@hrdf.org.sa with feedback and suggestions.

- Edition 2 of the guide will incorporate feedback and include the name of organizations and employers who were part of the review.

- Deadline to feedback on Edition 1 is September 1st 2017.